

REQUEST FOR EXPRESSION OF INTEREST

FOR

EMPANELMENT OF VENDORS FOR SERVICES OF CASH PICKUP,
MERGER, VAULTING AND BURIAL FOR CORPORATE
CLIENTS/INSTITUTIONS UNDER CORPORATE
CASH MANAGEMENT SERVICES (CCMS)

Issued by: Canara Bank,

Centralized Procurement & Vendor Management Vertical,

Information Technology Wing, 1st Floor, Naveen Complex,

14, M G Road,

Bengaluru - 560 001.

Email: dittenders@canarabank.com

Phone No: 080-25590070



Bid Details in Brief Description

Sl. No.	Description	Details
1.	EOI No. and Date	EOI 03/2023-24 dated 19/08/2023
2.	Name of the Wing	Information Technology Wing
3.	Brief Description of the EOI	Expression of Interest for Empanelment of Vendors for Services of Cash Pickup, Merger, Vaulting and Burial for Corporate Clients/Institutions under Corporate Cash Management Services (CCMS)
4.	Bank's Address for Communication and Submission of Tender	General Manager Canara Bank, Centralized Procurement & Vendor Management Vertical, IT Wing, 1st Floor, Naveen Complex, 14, MG Road, Bengaluru -560 001 Tel - 080-25590070, 25584033 Fax- 080-25596539 Email: dittenders@canarabank.com Senior Manager, Centralized Procurement & Vendor Management Vertical
5.	Date of Issue of EOI	19/08/2023, Saturday
6.	Earnest Money Deposit (Refundable)	Rs.10,000/-
7.	Last Date and Time for Submission of Queries for Pre Bid Meeting	29/08/2023, Tuesday, 5.00 PM
8.	Date of Pre Bid Meeting	31/08/2023, Thursday, 4.00 PM
9.	Last Date and Time for Submission of Bids	22/09/2023, Friday, 3.00 PM
10.	Date of Opening of Bid	22/09/2023, Friday, 3.30 PM
11.	Venue for Prebid Meeting and Bid Opening	Pre-bid meeting will be held on 31/09/2023, Thursday, 4.00 PM Venue: Pre Bid meeting will be held Online (through Microsoft Teams) and participants are requested to attend the meeting Online. Those who are interested in participating the prebid meeting should share the scanned copy of authorization and Valid ID Card of the participant by email to dittenders@canarabank.com. (Physical copy should be submitted at later date) Upon perusal of the same the link / meeting id will be shared to the



participant to participate in the meeting (Microsoft Teams).

Pre-bid Queries should be sent to E-mail dittenders@canarabank.com and must reach us on or before 29/08/2023, Tuesday at 5.00 pm. Subject of the email should be given as "Pre Bid Queries for EOI 03/2022-23 dated 19/08/2023". Queries reaching afterwards will not be entertained.

This document can be downloaded from following websites https://canarabank.com/User_page.aspx?cid=110 and https://eprocure.gov.in/epublish/app.
Any amendments, modifications, Prebid replies and any communication etc., will be uploaded in the Bank's website only (i.e., https://canarabank.com/User_page.aspx?cid=110. No individual communication will be sent to the bidders.



Disclaimer

The information contained in this Expression of Interest ("EOI") document or information provided subsequently to bidders or applicants whether verbally or in documentary form by or on behalf of Canara Bank (or Bank), is provided to the bidder(s) on the terms and conditions set out in this EOI document and all other terms and conditions subject to which such information is provided. This EOI document is not an agreement and is not an offer or invitation by Canara Bank to any parties other than the applicants who are qualified to submit the bids (hereinafter individually and collectively referred to as "Bidder" or "Bidders" respectively). The purpose of this EOI is to provide the Bidders with information to assist the formulation of their proposals. This EOI does not claim to contain all the information each Bidder require. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability and completeness of the information in this EOI. Canara Bank makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this EOI. The information contained in the EOI document is selective and is subject to updating, expansion, revision and amendment. It does not purport to contain all the information that a Bidder require. Canara Bank does not undertake to provide any Bidder with access to any additional information or to update the information in the EOI document or to correct any inaccuracies therein, which may become apparent.

Canara Bank reserves the right of discretion to change, modify, add to or alter any or all of the provisions of this EOI and/or the bidding process, without assigning any reasons whatsoever. Such change will be published on the Bank's Website https://canarabank.com/User_page.aspx?cid=110 and it will become part and parcel of EOI.

Canara Bank in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this EOI. Canara Bank reserves the right to reject any or all the expression of interest / proposals received in response to this EOI document at any stage without assigning any reason whatsoever. The decision of Canara Bank shall be final, conclusive and binding on all the parties.

No person of the Bank or the Contractors, vendors and third parties shall violate the Social Media Policy of the Bank. Non-adherence to the standards/guidelines in relation to Social Media Policy issued by the Bank from time to time and Any omission or commission which exposes the Bank to actual or potential monetary loss or otherwise, reputation loss on account of non-adherence of Social Media related systems and procedures on the part of personnel of the Bank or Contractors, Vendors and third parties shall be construed as violation of Social Media Policy.



Abbreviations used in this Document

Sl. No.	Abbreviation	Description	
1.	EOI	Expression of Interest	
2.	RFP	Request For Proposal [Interalia the term 'Tender' is also used]	
3.	IT	Information Technology	
4.	BG	Bank Guarantee	
5.	CCMS	Corporate Cash Management Services	
6.	DD	Demand Draft	
7.	EMD	Earnest Money Deposit	
8.	RTGS	Real Time Gross Settlement	
9.	GST	Goods and Service Tax	
10.	НО	Head Office	
11.	LD	Liquidated Damage	
12.	IEM	Independent External Monitor	
13.	MSME	Micro Small & Medium Enterprises	
14.	NEFT	National Electronic Funds Transfer	
15.	NI Act	Negotiable Instruments Act	
16.	OEM	Original Equipment Manufacturer	
17.	OS	Operating System	
18.	PAN	Permanent Account Number	
19.	RFQ	Request for Quotation	



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Sub: Empanelment of Vendors for Services of Cash Pickup, Merger, Vaulting and Burial for Corporate Clients/Institutions under Corporate Cash Management Services (CCMS).

Ref: EOI 03/2023-24 dated 19/08/2023

1. About Canara Bank

- 1.1. CANARA BANK is one of the largest public sector bank owned by Government of India. Canara Bank is a body Corporate and a premier Public Sector Bank established in the Year 1906 by Shri. Ammembal Subba Rao Pai and nationalized under the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970. Canara Bank Head office is located at 112, J C Road Bengaluru-560002 and Information Technology wing located at Naveen Complex, No.14, M G Road, Bengaluru-560001.
- 1.2. The Bank is having pan India presence of more than 9714 branches, 24 Circle offices and 176 Regional Offices situated across the States. The Bank also has offices abroad in London, Dubai, and New York.
- **1.3.** The Bank is a forerunner in implementation of IT related products, services, and continuously making efforts to provide the state of art technological products to its customers.

2. Definitions:

- 2.1. 'Bank' means, unless excluded by and repugnant to context or the meaning thereof, shall mean 'Canara Bank', described in more detail in Paragraph 1 above and which has invited bids under this Expression of Interest and shall be deemed to include it successors and permitted assigns.
- 2.2. 'EOI' means Expression of Interest for Empanelment of Vendors for Services of Cash Pickup, Merger, Vaulting and Burial for Corporate Clients/Institutions under Corporate Cash Management Services (CCMS).
- **2.3.** The firms, institutions & companies submitting the proposal in response to this EOI shall hereinafter be referred to as 'Bidder'.
- **2.4.** 'Contract' means the agreement signed by successful bidder and the Bank at the conclusion of bidding process, wherever required.
- **2.5.** 'Proposal' means that Technical proposal including any documents submitted by the bidder as per the formats prescribed in the RFP/EOI.

3. About EOI

The EOI document is not a recommendation or invitation to enter the contract, agreement or any other arrangement in respect of the services. The provision of the services is subject to compliance to selection process and appropriate documentation being agreed between the bank and selected vendors as identified by the bank after completion of the selection process.

4. Objective

4.1. Canara Bank invites application from reputed Bidders to submit their "Expression of Interest" who fulfills the eligibility criteria as given below for Empanelment of Vendors



for Services of Cash Pickup, Merger, Vaulting and Burial for Corporate Clients/Institutions under Corporate Cash Management Services (CCMS) in the Bank.

- **4.2.** The bidders satisfying the Eligibility Criteria as per the EOI and having experience in Services of Cash Pickup, Merger, Vaulting and Burial for Corporate Clients/Institutions under Corporate Cash Management Services (CCMS) may respond.
- **4.3.** The subject empanelment is for availing the Services of Cash Pickup, Merger, Vaulting and Burial for Corporate Clients/Institutions under Corporate Cash Management Services (CCMS) for PAN India Canara Bank branches.
- **4.4.** The prospective bidders who can offer the above mentioned services in specific location or all the locations are eligible to participate in the bid. The bidder can provide their location preferences in the Annexure-4.

5. Eligibility Criteria

- **5.1.** Interested bidders, who are capable to deliver the required services as mentioned in the present EOI document and meet the eligibility Criteria as per Annexure-3, may respond.
- **5.2.** Non-compliance to any of the eligibility criteria would result in outright rejection of the bidder's proposal. The bidder is expected to provide proof for each of the points for eligibility criteria evaluation. The proof provided must be in line with the details mentioned in "Documents to be submitted for Compliance". Any credential detail mentioned in "eligibility Criteria Compliance" not accompanied by relevant proof documents will not be considered for evaluation.
- **5.3.** Canara Bank, reserves the right to verify/evaluate the claims made by the bidder independently. Any deliberate misrepresentation will entail rejection of the offer.

6. Scope of Empanelment:

- **6.1.** Empanelment would be for Vendors for providing Services of Cash Pickup, Merger, Vaulting and Burial for Corporate Clients/Institutions under Corporate Cash Management Services (CCMS) to Canara Bank.
- **6.2.** Empanelment would be for five years. However, the Bank reserves the right to cancel or extend the validity period of empanelment. Bank's decision will be final in this regard. Bank may at its discretion review and refloat the EOI as and when required.
- 6.3. Detailed scope of work is as per Annexure-11.

7. Empanelment Procedure

- 7.1. The Vendor for providing Services of Cash Pickup, Merger, Vaulting and Burial for Corporate Clients/Institutions under Corporate Cash Management Services (CCMS) will be empaneled as per the following process:
 - **7.1.1.** Vendor/s satisfying the eligibility criteria will be short listed after due scrutiny of documents submitted by the bidder.
 - **7.1.2.** Bank reserves the right to accept / reject any or all Expression of Interest (EOI) received in response to this advertisement without assigning any reasons, whatsoever.



8. De-empanelment of bidders

- **8.1.** During empanelment period, the Bank reserves the right to de-empanel any bidder. The Bank's decision will be final in this regard.
- **8.2.** Bank should retain with themselves the authority to blacklist or bar a bidder for a specified period of the time from participating in its tendering process where the Bank has authentic information the bidder has been debarred/black listed from participating in the tendering process by an international organization or by a local organization on ground of fraud or corruption or for some other reason which, in the opinion of the Bank is not compatible with its procurement policy and ethical standard.
- **8.3.** If the service provided by the bidder is found to be unsatisfactory or if at any time it is found that the information provided for empanelment or for any tender is false or if irregularities shown by the bidder when applying for the tenders, the Bank reserves the right to remove such Bidders from the empaneled list without giving any notice to the bidder in advance.

9. Clarification to the EOI and Pre-Bid Queries

9.1. The bidder should carefully examine and understand the scope, terms and conditions of EOI and may seek clarifications, if required. The bidders in all such cases seek clarification in writing in the same serial order of that of the EOI by mentioning the relevant page number and clause number of the EOI as per the format mentioned below:

Sl. No.	Bidder's Name	Page No.	Section	EOI Clause	Clause/Technical Specification	Bidder's Query
1			1 1 1 1			
2						
3			78			
4						
5				Ser ^a ii		
6						

- 9.2. All communications regarding points requiring clarifications and any doubts shall be given in writing to the General Manager, Centralized Procurement and Vendor Management Vertical, Canara Bank, IT Wing, HO (Annexe), 14, M G Road, Bengaluru 560 001 and as specified in bid schedule before due date & time.
- **9.3.** No queries will be entertained from the bidders after the above date and time mentioned in the bid schedule.
- 9.4. No oral or individual consultation shall be entertained.

10. Pre-Bid meeting

10.1. A pre-bid meeting of the intending bidders will be held as scheduled in Bid schedule to clarify any point/doubt raised by them in respect of this EOI. No separate communication will be sent for this meeting.



- 10.2. If the meeting date is declared as a holiday under NI Act by the Government subsequent to issuance of EOI, the next working day will be deemed to be the pre-bid meeting day. Authorized representatives of interested bidders shall be present during the scheduled time. In this connection, Bank will allow a maximum of TWO (2) representatives from each Bidder to participate in the pre-bid meeting.
- **10.3.** Bank has the discretion to consider any other queries raised by the bidder's representative during the pre-bid meeting.
- **10.4.** Bank will have liberty to invite its technical consultant or any outside agency, wherever necessary, to be present in the pre-bid meeting to reply to the technical queries of the bidders in the meeting.
- 10.5. The Bank will consolidate all the written queries and any further queries during the pre-bid meeting and the replies for the queries shall be made available in the Bank's website and no individual correspondence shall be made. The clarification of the Bank in response to the queries raised by the bidder/s, and any other clarification/amendments/corrigendum furnished thereof will become part and parcel of the EOI and it will be binding on the bidders.
- 10.6. Non receipt of reply to the queries raised by any of the Bidders shall not be accepted as a valid reason for non-submission of Bid. In addition, non-reply to any query may not be deemed the version of the Bidder as reflected in the query has been accepted by the Bank.

11. Amendment to EOI

- **11.1.** At any time prior to deadline for submission of Bids, the Bank, for any reason, whether, at its own initiative or in response to a clarification requested by prospective bidder, may modify the bidding document, by way of an amendment.
- **11.2.** Notification of amendments will be put up on the Bank's website (www.canarabank.com) and will be binding on all bidders and no separate communication will be issued in this regard.
- 11.3.In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the Bank, at its discretion, may extend the deadline for a reasonable period as decided by the Bank for the submission of Bids.

12. Preparation of Bids

- **12.1.** All bids and supporting documents shall be submitted in English and on A4 size paper, spirally bound securely and in serial order. The response should be submitted in a structured format as per the checklist appended.
- 12.2. All pages of EOI should be stamped and signed by Authorized Signatory of the Bidder. All pages of the bid document should be serially numbered and shall be signed by the authorized person/s only. The person/s signing the bid shall sign all pages of the bid and rubber stamp should be affixed on each page. The bidder should submit a copy of Board Resolution or power of attorney document showing that the signatory has been duly authorized to sign the bid document.
- **12.3.** The Conformity to Eligibility Criteria should be complete in all respects and contain all information sought for, as per annexure-3.



- **12.4.** Bidders can also submit the EMD with Account Payee Demand Draft in favour of Procurement Group payable at Bangalore.
- **12.5.** Bidder has to submit scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.
- **12.6.** Bidders can also submit the EMD with Payment online through RTGS / internet banking to the following:

Beneficiary name: Procurement Group DIT Wing Head Office

Account No.:0792201002351 IFSC Code: CNRB0000792 Bank Name: Canara Bank

Branch address: Trinity Circle Bangalore.

12.7. Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of online transfer. Bidder has to send scanned copy / proof of the Online Payment Transfer along with bid.

13. Submission of Bids

- 13.1. The sealed envelope containing the response to EOI along with the required documents shall be super scribed on the top of the envelope "Expression of Interest for Empanelment of Vendors for Services of Cash Pickup, Merger, Vaulting and Burial for Corporate Clients/Institutions under Corporate Cash Management Services (CCMS) in Canara Bank in response to EOI 03/2023-24 dated 19/08/2023" The Name and address of the bidder should also be specifically mentioned on the top of the sealed envelope. The EOI response should be deposited in the Tender Box at the Place, Venue, Date and Time mentioned in Bid Schedule.
- **13.2.** Bidders sending through post/courier should ensure that bid should reach the specified location mentioned in the bid within the stipulated timeline.
- 13.3.If envelope containing bid documents is not sealed and marked in the prescribed manner, the Bank will assume no responsibility for the bid's misplacement or premature opening.
- 13.4. If the last day of submission of bids is declared as a holiday under NI Act by the Government subsequent to issuance of EOI, the next working day will be deemed to be the last day for submission of the EOI. The Bid/s which is/are deposited after the said date and time shall not be considered.
- **13.5.** The following officials will facilitate in bid related queries and make arrangements for deposit of bid documents.

First Official	Alternate Official
Mr. Prabhakar Nayak	Mr. Nagendra Kumar M
Senior Manager	Assistant General Manager
Canara Bank	Canara Bank
CP & VM Vertical, IT Wing, First Floor,	CP & VM Vertical, IT Wing, First Floor,
Naveen Complex, 14 M G Road,	Naveen Complex, 14 M G Road,
Bengaluru - 560 001.	Bengaluru - 560 001.
Tel - 080 25590070	



- **13.6.** In case the bid documents are too bulky to be placed inside the tender box, arrangements will be made by the above-mentioned officials to receive the tender. However, bidder should reach the venue before the date and time stipulated above.
- **13.7.** The bidder shall bear all costs associated with the preparation of and submission of the bid including cost of preparation/presentation etc. The Bank will not be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

14. Bid Opening

14.1. EOI will be opened in the presence of the Bidder's representative/s who may choose to attend the bid opening as per Bid Schedule.

Bidder's representative may be present in the place and venue well in time along with an authorization letter in hand for each bid opening under this EOI, as per the format (Annexure-5) enclosed and sign in Register of Attendance during opening of EOI.

Note: Authorization letter should be carried in person and shall not be placed inside in any of the bid covers.

- 14.2. If any of the bidders or all bidders who submitted the tender are not present during the specified date, time and venue of opening, it will be deemed that such bidder is not interested to participate in the opening of the Bid/s and the bank at its discretion will proceed further with opening of the EOI in their absence.
- **14.3.** The Bidders may note that no further notice will be given in this regard. Further, in case the bank does not function on the aforesaid date due to unforeseen circumstances or holiday, then the bid will be accepted up to 3.00 PM on the next working day and bids will be opened at 3:30 PM at the same venue on the same day.

15. Erasures or Alterations

The Offers containing erasures or alterations or overwriting will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled in. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. The Bank may treat such Offers as not adhering to the tender guidelines and as unacceptable.

16. Evaluation of EOI

- **16.1.** The Bank will evaluate the bid/s submitted by the bidder/s under this EOI by the officers of the bank. The Bank may engage an external agency for evaluation of the bid. It is Bank's discretion to decide at the point of time.
- 16.2. The Bank will scrutinize the Bid/s received to determine whether they are complete in all respects as per the requirement of EOI, whether the documents have been properly signed and whether items are offered as per EOI requirements, whether technical documentation as required to evaluate the offer has been submitted. The Bank may, at its discretion, waive any minor non-conformity or any minor irregularity in the bid which does not constitute a material deviation. Bank's decision with regard to 'minor non-conformity' is final and the waiver shall be binding on all the bidders and the Bank reserves the right for such waivers.



16.3. EOI submitted by the bidder will be evaluated based on the format mentioned in Annexure-1. Bidders who will qualify from Eligibility Criteria Evaluation will be empaneled. Period of empanelment will be decided by the Bank. The short listed applicants will be notified in due course. Only shortlisted applicants will be invited to participate in the tender/RFP. No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.

17. Clarifications of Offers

- 17.1. During the process of scrutiny, evaluation and comparison of offers, the Bank may at its discretion seek clarifications from all the bidders/any of the bidders on the offer made by them. The request for such clarifications and the Bidders response will necessarily be in writing and it should be submitted within the time stipulated by the Bank.
- 17.2. The Bank may go through a process of evaluation and normalization of the bids to the extent possible and feasible, to ensure that shortlisted bidders are more or less on the same footing by seeking incremental bid submission in part of the requested clarification by the Bank OR Revised submissions of the entire bid in the whole.
- 17.3. The Bank can repeat this normalization process at every stage of bid submission till Bank is satisfied. The shortlisted bidders agree that, they have no reservation or objection to the normalization process and all the technically shortlisted bidders will, by responding to this EOI, agree to participate in the normalization process and extend their co-operation to the Bank during this process.
- **17.4.** The shortlisted bidders, by submitting the response to this EOI, agree to the process and conditions of the normalization process.

18. Modification/Cancellation of EOI

- **18.1.** The EOI is not an offer by Canara Bank but an invitation to get the response from the interested bidders for short listing the bidders for Bank's requirements. No contractual obligations whatsoever shall arise from the Expression of Interest process.
- **18.2.** The Bank reserves the right to cancel EOI process at any time, without thereby incurring any liabilities to the affected bidder[s]. Reasons for cancellation, as determined by the Bank in sole discretion include but are not limited to, the following:
 - a) Services contemplated are no longer required.
 - b) Change in the scope of work or due to unforeseen circumstances and/or factors and or/or new developments.
 - c) The project is not the in the best interest of the Bank.
 - d) Any other reason.
- **18.3.** The Bank also reserves the right to modify/cancel/re-tender without assigning any reasons whatsoever. The bank shall not incur any liability to the affected bidder(s) on account of such rejection. Bank shall not be obliged to inform the affected bidder(s) of the grounds for the Bank's rejection.

19. Responsibility for completeness

19.1. The Bidder shall be responsible for any discrepancies, errors and omissions in the bid, or other information submitted by him irrespective of whether these have been



approved, reviewed or otherwise accepted by the Bank or not. The Bidder shall take all corrective measures arising out of discrepancies, error and omissions in the bid and other information as mention above within the time schedule.

- 19.2. Willful misrepresentation of any fact within the Bid will lead to the disqualification of the Bidder without prejudice to other actions that Bank may take. All the submission, including any accompanying documents, will become property of Canara Bank.
- **19.3.** The Bank reserves the right to verify the validity of bid information and to reject any bid where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of EOI or even after the award of contract.

20. Intimation to the selected Bidders

The Bank will prepare the list of Bidders on the basis of evaluation. The short listed applicants (empaneled bidders/vendors) will be notified on the Bank's website (www.canarabank.com)/Notice Board. No separate intimation will be sent to individual Bidders.

21. Issuance of limited EOI

- **21.1.** The Bank reserves the right to issue limited RFP/RFQ based on the responses and the requirement of the Bank.
- **21.2.**Only shortlisted applicants will be invited to participate in the limited RFP/RFQ Process. The shortlisted applicants will be provided with limited RFP/RFQ documents through E-mail or hand delivery. The vendors are required to respond accordingly.
- **21.3.** No interim enquiries will be entertained. The decision taken by the Bank shall be final and no representation or correspondence shall be entertained.
- **21.4.** Canara Bank reserves the right to accept / reject any or all expression of interest received in response to this advertisement without assigning any reasons, whatsoever.
- **21.5.** The Bank reserves the right to avail services independently on its own without reference to shortlisted bidders of EOI.

22. Independent External Monitors:

The Name and Contact details of the Independent External Monitor(IEM) nominated by the Bank are as under:

Sri. Rakesh Jain
Email:rakeshjain18@hotmail.com
Sri. D R S Chaudhary
Email: dilip.chaudhary@gmail.com

GENERAL MANAGER

Annexure-1 CHECKLIST

The bidder shall confirm whether following are submitted in their EOI/ bid. The bidder shall indicate the page no. where the details are furnished; otherwise, bid is liable for rejection.

SI. No.	Details	Reference/ Clause Nos	Complied & Submitted (Yes/No)	Page No. at which details are enclosed
1.	Covering Letter.	Annexure- 2		
2.	The documents in support of Eligibility Criteria, wherever required as mentioned in this EOI.	Annexure- 3	-	
3.	Bidder's Profile.	Annexure- 4		E
4.	Authorization letter format for Bid Opening (to be carried by the person who is authorized to attend the Bid opening).	Annexure- 5		
5.	List of Major Customers of the Bidder in Last 3 Years and References	Annexure- 6		
6.	Compliance Statement	Annexure- 7		
7.	Non-Disclosure Agreement	Annexure- 8		
8.	Service Support Details	Annexure- 9		
9.	Tender fee and bid security declaration	Annexure- 10		
10.	Scope of Work	Annexure- 11		
11.	Self-certification of the bidder towards Local Content	Annexure- 12		
12.	Copy of Power of Attorney or Authorization letter from the Company designating the authorized representative of the company for signing the bid document should be furnished along with the bid document.	Clause No. 12.2		

Note: Failure to produce the necessary proof may render the applicant in-eligible for empanelment.

SI. No.	Annexure-1: Other Clauses	Vendor Response [Yes/No]
1	Whether Bidder has to submitted Declaration as per Annexure- 10 in lieu of waiver of Tender fee & EMD?	
2	Whether the Bid is authenticated by authorized person? Copy of Power of Attorney or Authorization letter from the company authorizing the person to sign the bid document to be submitted in Conformity to Eligibility Criteria?	
3	Whether all pages are authenticated with signature and seal (Full signature to be affixed and not initials). Erasures / Overwriting / Cutting / Corrections authenticated Certification / Undertaking is authenticated?	
4	Whether address of Office on which communication / order has to be placed is indicated in Annexure-4 .	,
5	Whether ensured that the offer is in sealed envelope and super scribed as Empanelment of Vendors for Expression of Interest for Vendors for Services of Cash Pickup, Merger, Vaulting and Burial for Corporate Clients/Institutions under Corporate Cash Management Services (CCMS) in Canara Bank. The EOI No., Name of the Bidder and Due date of the EOI is specified on the top of the envelope.	
6	Whether ensured Indexing of all Documents submitted with page numbers?	
7	The Authorization letter as per format Annexure-5 is to be carried in person and shall not be placed inside any of the bid covers. (Mandatory if attending in-person)	

<u>Vendors to verify the above checklist and ensure accuracy of the same before submission of the bid.</u>

Date:	Signature with seal:
Place:	Name:
	Designation :



Annexure-2 Covering Letter Format

(Covering Letter has to be submitted in company's letter head)

To
The General Manager,
Canara Bank,
Centralized procurement and vendor Management Vertical,
IT, Naveen Complex, 14 M G Road,
Bengaluru - 560 001, Karnataka

Dear Sir,

Sub: Empanelment of Vendors for Services of Cash Pickup, Merger, Vaulting and Burial for Corporate Clients/Institutions under Corporate Cash Management Services (CCMS).

Ref: EOI 03/2023-24 dated 19/08/2023

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We have examined the above-mentioned tender document including all annexures, the receipt of which is hereby duly acknowledged and subsequent pre-bid clarifications/modifications/amendments, if any, furnished by the Bank and we, the undersigned, offer to get short-listed as empaneled Vendors for providing Services of Cash Pickup, Merger, Vaulting and Burial for Corporate Clients/Institutions under Corporate Cash Management Services (CCMS). The undersigned is authorized to sign on behalf of the Bidder Company and the necessary supporting documents delegating this authority is enclosed to this letter.

If our offer is accepted, we undertake to participate in the limited RFP/RFQ process to provide the selected technologies for which requirement arises in the Bank.

We agree to abide by and fulfill all the terms and conditions and scope of work as defined in EOI and in default thereof, to forfeit and pay to you or your successors, or authorized nominees such sums of money as are stipulated in the conditions contained in EOI.

We will not sub-contract works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority (refer: F/No.6/18/2019-PPD dated 23/07/2020 of Public Procurement Division, Department of Expenditure, Ministry of Finance). We further understand that any false declaration and non-compliance of the above would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

All the details mentioned by us are true and correct and if Bank observes any misrepresentation of facts on any matter at any stage, Bank has the absolute right to reject the proposal and disqualify us from the selection process. Bank reserves the right to verify /evaluate the claims made by the Bidder independently.

We confirm that we have noted the contents of the EOI and have ensured that there is no deviation in filing our response to the EOI and that the Bank will have the right to disqualify us in case of any such deviations.

We hereby undertake that we have not been blacklisted/debarred by any Scheduled Commercial Banks/Public Sector Undertakings/Government Entities in India as on date.





We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us, our Bid is liable to be rejected.

Date: Place: Signature with seal:

Name:

Designation:



Annexure-3 Eligibility Criteria Declaration

(Eligibility Criteria Declaration has to be submitted in Company's letter head)

Sub: Empanelment of Vendors for Services of Cash Pickup, Merger, Vaulting and Burial for Corporate Clients/Institutions under Corporate Cash Management Services (CCMS).

Ref: EOI 03/2023-24 dated 19/08/2023

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We have carefully gone through the contents of the above referred EOI and furnish the following information relating to Eligibility Criteria.

SI. No.	Eligibility Criteria	Bidders responses	Bidders responses and Documents to be submitted
1.	Non-disclosure agreement	Non-Disclosure agreement (as per Annexure-8) to be submitted by the bidder.	
2.	The Bidder (including OEM and OSD/OSO, if any) should either be Class-I or Class-II local supplier as defined in Public Procurement (Preference to Make in India) Revised Order (English) dated 16/09/2020.	Certificate of local content to be submitted as per Annexure-12 as applicable.	
3.	The Bidder should be a partnership firm registered under LLP Act, 2008/Indian Partnership Act, 1932 or Company in India as per Indian Companies Act, 1956 or Indian Companies Act, 2013 and should have been in operation for a period of at least three years as on EOI date.	and Certificate of Commencement of business in case of Public Limited Company (OR)	
4.	The Bidder has to provide information that any of its subsidiary or associate or holding company or companies having common director/s or companies in the same group of promoters/management or partnership firms/LLPs having common partners has not participated in the EOI process.	Letter of confirmation (self-certified letter signed by authorized official of the bidder)	, «
5.	The Bidder should have minimum experience of three (3) years in providing Services of Cash Pickup, Merger, Vaulting and Burial to any of the Public Sector Banks/Private	The bidder should submit Satisfactory performance certificate from clients/copies of purchase order/work order/reference letter from the clients to this effect.	**



	T		
	Banks/PSUs/Govt. Departments/ Govt. Institutions as on EOI date.		
6.	The Bidder should have average annual turnover of Rs.20 Crores in the last three financial years (i.e., 2019-20, 2020-21 and 2021-22). This must be the individual company turnover and not of any group of companies.	Bidder has to submit audited Balance Sheet copies for last 3 Years i.e., 2019-20, 2020-21 and 2021-22 along with certificate from the Company's Chartered Accountant to this effect with Unique Document Identification Number.	
7.	The Bidder should have positive Net Worth as on 31/03/2022.	The Bidder should submit certificate from the Company's Chartered Accountant with UDIN to this effect.	
9.	Bidders should not be under debarment/blacklist period for breach of contract/ fraud/ corrupt practices by any Scheduled Commercial Bank/ Public Sector Undertaking / State or Central Government or their agencies/ departments on the date of submission of bid for this EOI.	declaration on the Company's letter	,
10.	Any Bidder (including OEM and OSD/OSO, if any) from a country which shares a land border with India will be eligible to bid, only if the Bidder (including OEM and OSD/OSO) are registered with the Competent Authority. Bidder (entity) from a country which shares a land border with India means: a. An entity incorporated, established or registered in such a country; or b. A subsidiary of an entity incorporated, established or registered in such a country; or c. An entity substantially controlled through entities incorporated, established or registered in such a country; or d. An entity whose beneficial owner is situated in such a country; or e. An Indian (or other) agent of such an entity; or f. A natural person who is a citizen of such a country; or g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.	A declaration stating "We have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India. We further certify that we and our OEM are not from such a country or if from such a country, has been registered with Competent Authority. We hereby certify that we and our OEM fulfills all requirements in this regard and are eligible to be considered" to be submitted in Company's letter head. [Where applicable, evidence of valid registration by the Competent Authority shall be attached.]	

We confirm that the information furnished above is true and correct. We also note that, if there are any inconsistencies in the information furnished above, the bid is liable for



rejection. All documentary evidence / certificates confirming compliance to Qualification Criteria should be part of the EOI.

Date:

Place:

Signature with seal

Name:

Designation:





Annexure-4

Bidder's Profile

(Bidder's Profile has to be submitted in company's letter head)

Sub: Empanelment of Vendors for Services of Cash Pickup, Merger, Vaulting and Burial for Corporate Clients/Institutions under Corporate Cash Management Services (CCMS).

Ref: EOI 03/2023-24 dated 19/08/2023

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CI	666	
SI. No.	Particulars	Details
1)	Name of the Bidder	
2)	Constitution	
3)	Date of Establishment/ Incorporation	
4)	Whether in technical collaboration with Foreign Company? If so give details	
5)	Number of Years in the Business	*
6)	Address for Correspondence: Registered Office: Corporate Office:	
7)	Single Point of contact for this EOI and upcoming RFP/RFQ Name: Designation: Mobile No.: Landline No.: Fax: Email-ID (any changes in the above should be informed in advance to Bank)	
8)	Domestic Customer Base (Number of Clients for Where Cash Pickup, Merger, Vaulting and Burial for Corporate Clients/Institutions Services have been provided in India)	
9)	Details of Service Net Work Bengaluru: Mumbai:	
10)	PAN number GSTIN Beneficiary Bank Details Beneficiary Name Beneficiary Account Number Type of Account (OD/OCC etc.) IFSC Name of the Bank and Branch address	
11)	Location Preference (Name of the States where services can be rendered)	

Wherever applicable submit documentary evidence to facilitate verification.

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our Bid is liable to be rejected.



Date: Place: Signature with seal: Name:

Designation:



Annexure-5 Authorization Letter Format

(Authorization Letter Format has to submitted in Company's Letter Head)

The General Manager Canara Bank,	Date:	6
Centralized procurement and vendor Manag IT Wing Naveen complex, 14 MG Road Bengaluru - 560 001	ement Vertical,	
Dear Sir,		
Sub: Empanelment of Vendors for Service Corporate Clients/Institutions under		
Ref: EOI 03/2023-24 dated 19/08/2023		
	@@@	
This has reference to your above EOI for E Merger, Vaulting and Burial for Corporate C Services (CCMS) in Canara Bank Mr. / Miss hereby authorized to attend the bid openin	Clients/Institutions under Corporate	Cash Management
on on behalf of our organiza		
The specimen signature is attested below:		
Specimen Signature of Representative		
Signature of Authorizing Authority		
Name & Designation of Authorizing Authority	1	
Place:		



Annexure-6

List of Major Customers of the Bidder in Last 3 Years and References

Sub: Empanelment of Vendors for Services of Cash Pickup, Merger, Vaulting and Burial for Corporate Clients/Institutions under Corporate Cash Management Services (CCMS).

Ref: EOI 03/2023-24 dated 19/08/2023

Sl. No.	Name and complete Postal Address of the Customer	Name, Designation, Telephone, Fax, Telex Nos., e-mail address of the contact person (customer)	Description of the	Documentary Proof like Satisfactory Letter from customer to be Enclosed or Purchase Order copies to be enclosed
1	2	3	4	6
	_			
×				
- 4				

/F1			- C\
(Enclose	necessary d	ocumentar	v proot)

Date	•
Date	•
Place	
riace	

Signature with seal:

Name:

Designation:





Annexure-7

Compliance Statement

(Compliance Statement has to submitted in Company's Letter Head)

Date:

Cana	ra Bank, ralized procurement and vendor Management Vertical	
	en complex, 14 MG Road alore - 560 001	
Dear	Sir,	
Sub:	Empanelment of Vendors for Services of Cash Pickup, Me Corporate Clients/Institutions under Corporate Cash Mana	0 /
Ref:	EOI 03/2023-24 dated 19/08/2023	

The General Manager

@@@

We understand that any deviations mentioned elsewhere in the bid will not be considered and evaluated by the Bank. We also agree that the Bank reserves its right to reject the bid, if the bid is not submitted in proper format as per subject

Sl.	Description	Complied Yes/No
No.		
1	Scope of Empanelment	
2	Empanelment Procedure	
3	EOI document	

We also undertake that we are complying with the prevailing guidelines issued by various regulatory authorities on Minimum Wages Act, applicable labour laws, from time to time for the resources deployed for Empanelment of Vendors for Services of Cash Pickup, Merger, Vaulting and Burial for Corporate Clients/Institutions under Corporate Cash Management Services (CCMS).

We hereby declare that the information submitted above is true to the best of our knowledge. We understand that in case any discrepancy is found in the information submitted by us our tender is liable to be rejected.

Signature with seals
Name :
Designation:



Annexure -8

Non-Disclosure Agreement

(To be given on the Company's Letter Head)

Sub: Empanelment of Vendors for Services of Cash Pickup, Merger, Vaulting and Burial for Corporate Clients/Institutions under Corporate Cash Management Services (CCMS).

Ref: EOI 03/2023-24 dated 19/08/2023 WHEREAS, we, . having __, hereinafter referred to as the Registered Office at _____ Bidder, are agreeable to provide IT Infrastructure services to Canara Bank, having its office at 14, Naveen complex, HO(annex), M.G Road Bengaluru -560001 hereinafter referred to as the BANK and, WHEREAS, the Bidder understands that the information regarding the Bank's IT Infrastructure shared by the BANK in their Request for Proposal is confidential and/or proprietary to the BANK, and WHEREAS, the Bidder understands that in the course of submission of the offer for "Empanelment of Vendors for Services of Cash Pickup, Merger, Vaulting and Burial for Corporate Clients/Institutions under Corporate Cash Management Services (CCMS)" and/or in the aftermath thereof, it may be necessary that the Bidder may perform certain jobs/duties on the Banks properties and/or have access to certain plans, documents, approvals or information of the BANK; NOW THEREFORE, in consideration of the foregoing, the Bidder agrees to all of the following conditions, in order to induce the BANK to grant the Bidder specific access to the BANK's property/information. The Bidder will not publish or disclose to others, nor, use in any services that the Bidder performs for others, any confidential or proprietary information belonging to the BANK, unless the Bidder has first obtained the BANK's written authorization to do so. The Bidder agrees that notes, specifications, designs, memoranda and other data shared by the BANK or, prepared or produced by the Bidder for the purpose of submitting the offer to the BANK for the said solution, will not be disclosed during or subsequent to submission of the offer to the BANK, to anyone outside the BANK. The Bidder shall not, without the BANKs written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the BANK in connection therewith, to any person(s) other than those employed/engaged by the Bidder for the purpose of submitting the offer to the BANK and/or for the performance of the Contract in the aftermath. Disclosure to any employed/engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance. Date: Signature with seal: Place: Name: Designation:

Service Support Details

Sub: Empanelment of Vendors for Services of Cash Pickup, Merger, Vaulting and Burial for Corporate Clients/Institutions under Corporate Cash Management Services (CCMS).

Ref: EOI 03/2023-24 dated 19/08/2023

SI. No	Location	Postal Address	Contact Details (including Name of In charge and his contact no. email etc.)	Service Facilities Available (Describe)	No. of employees	Jurisdiction
1						
2						

Date:

Signature with seal:

Place:

Name:

Designation:



Tender Fee and Bid Security Declaration (TO BE PROVIDED ON LETTER HEAD)

To,

The General Manager, Canara Bank, Centralized procurement and vendor Management Vertical IT Wing, Head Office, Naveen Complex, 14 M G Road

Sub: Empanelment of Vendors for Services of Cash Pickup, Merger, Vaulting and Burial for Corporate Clients/Institutions under Corporate Cash Management Services (CCMS).

Ref: EOI 03/2023-24 dated 19/08/2023.

Dear Sir

We declare that if we withdraw or modify our Bids during the period of validity, or if we are awarded the contract and we fail to sign the contract, or to submit a performance security before the deadline defined in the RFP/EOI, we note that we will be suspended for the period of two years from being eligible to submit Bids for contracts with Canara Bank.

Date : Place : [Signature of Authorized Signatory]

Name:

Designation:

Seal:





Annexure-11

Scope of Work

Sub: Empanelment of Vendors for Services of Cash Pickup, Merger, Vaulting and Burial for Corporate Clients/Institutions under Corporate Cash Management Services (CCMS).

Ref: EOI 03/2023-24 dated 19/08/2023

Sl. No.	Description of Services	Requirements/ Remarks
1.	Cash Pickup	 Cash to be picked up from the Corporate Clients/Institutions either in sealed bag or count and carry model. The genuineness of the cash collected from the Client lies with the Agency in the count and carry model and lies with the Client in the case of sealed bag model. PAN Number of the client is to be mentioned on the deposit slip for Rs.50000/- and above. The custodian shall not accept any monies from the client in the event the customer does not mention the PAN Number on the deposit slip. The deposit slips shall not be filled by the Service Provider (he may assist in guiding the client to fill the deposit slip). The custodian shall not hand over the acknowledgement in the event the client refuses to handover the amount and/or replace the cut/ soiled/ mutilated/ defect/ tampered currency notes after the same have been pointed out by the Custodian to the client. Cash losses / shortages occurred from the cash pick up point to till the deposition at the designated depositing branch will be the responsibility of the Agency. No cash van should move without armed guards. The gunmen must carry their weapons in a functional condition along with valid gun licenses.
2.	Merger and Vaulting	 If the vaulting option is not agreed by the Client, the cash will be collected up to 3 p.m. and will be deposited (with/without merger) in the designated branch on the same day. If the vaulting option is selected by the Client, the cash will be collected at an agreed time from the Client and will be kept in the vault of the Agency. Cash collected from all the Clients who have agreed for count and carry model, can be merged in the Agency's vault under CCTV and kept in the vault overnight. The collected cash will be deposited to the respective branch on T+1 day. In case of Clients who have not agreed for count and carry model, the sealed bags collected shall be kept in the Agencies vault and deposited in sealed condition next day in the branch if the client agreed for T+1 credit. A single remittance along with all the deposit slips are to be deposited in the designated branch on the next working day.
3.	Burial	Under this arrangement, the Agency instead of depositing the



		 collected cash in our Bank, the Agency remits funds (RTGS, NEFT etc.) to our Bank on the next working day as per agreed terms and submit the MIS to the Bank. The cash can be deployed for replenishment of ATMs, deposited in the needy bank etc. The said cash should not be deposited in the Agencies account with Canara Bank. Integration with bank system through API integration or
4.	Same day credit arrangement	otherwise, to automate MIS of client wise collections. Bidder to work in collaboration with bank to set-up automated MIS within 90 days from start of contract or whenever required within 60 days.
5.	Help Desk Requirements	 24 * 7* 365 days per year support facility Bidder support staff should be well trained to effectively handle queries raised by the Bank customer / employees etc.
6.	MIS Report Generation requirement	The Appointed Agency will provide daily MIS of PAN INDIA collections to CCMS Hub, Bengaluru latest by 8.00 pm on the same day.
7.	Scalability Requirements	To be scalable as per Bank's future requirement
8.	Regulatory / Compliance Requirements	All RBI, MHA, local State Government guidelines etc. to be complied
9.	Training	The Appointed Agency shall provide training to their agents/employees in detection of fake/mutilated currency notes. Canara Bank may provide necessary details, if needed, to the Appointed Agency.
10.	Security Requirements	 Service Provider should have code of conduct for all their employees. The Service Provider should have/ obtain before commencement of the work, the requisite licences approvals, certificates from all statutory authorities including Municipal Labour/Commercial Tax/Gun Licenses/Vehicle Registration etc. valid for the entire duration of the agreement. The Service Provider shall keep proper record of the receipt of Cash along with related stationery indicating, interalia, client from whom received. Document number, if any, branch code of branch to which the collected Cash is eventually deposited etc. Complaints received by Canara Bank Clients directly by the service provider to be shared with Canara Bank immediately and resolution thereon. The Service Provider has to arrange for transit and fidelity and all required insurances at adequate level covering all cash pick-ups done on (or) after/ from the date of agreement. Transit Insurance to cover maximum cash pick up limit envisaged in the agreement and copies of insurance policies should be furnished to the Bank within 15 days from the date of execution of agreement. The Pick-up Service Provider has to provide the required certificates at the time of Execution of agreement and at



		 each annual Renewal time. Security Guards Fitness Certificateat the time of initial Agreement and at each annual renewal. 	
11.	Location Preference	Bidder has to provide location preference in Annexure-4 where they are capable of rendering the services.	

We hereby comply with all the clauses mentioned above in the Scope of Work without any deviations.

Place:

Date:

[Signature of Authorized Signatory of Bidder]

Name:

Designation:

Seal



Annexure-12

Self-certification of the bidder towards Local Content
(Should be submitted on Company's letter head with company seal and signature of the authorized person)

Sub: Empanelment of Vendors for Services of Cash Pickup, Merger, Vaulting and Burial for Corporate Clients/Institutions under Corporate Cash Management Services (CCMS).

Ref: EOI 03/2023-24 dated 19/08/2023

To,
The General Manager,
Canara Bank,
Centralized procurement and vendor Management Vertical,
IT Wing, Head Office,
Naveen Complex, 14 M G Road

Sub: Empanelment of Vendors for Services of Cash Pickup, Merger, Vaulting and Burial for Corporate Clients/Institutions under Corporate Cash Management Services (CCMS).

Ref: EOI 03/2023-24 dated 19/08/2023.

Dear Sir/Madam,

1.	In line with Government Public Procurement Order No. P-45021/2/2017-PP (BE-II) date 16.09.2020 and its amendments, we hereby certify that we M/
	are local supplier meeting the requirement of minimum local
	content i.e.,% against Canara Bank Tender No
	dated
2.	We also understand, false declarations will be in breach of the code of integrity under rul 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151(iii) of the General Financial Rules along wit such other actions as may be permissible under law.
3.	We have submitted the details indicating total cost value of inputs used, total cost of input which are locally sourced and cost of inputs which are imported, directly or indirectly wit the commercial proposal.
	Place: [Signature of Authorized Signatory of Bidder]
	Date: Name:
	Designation:
	Seal